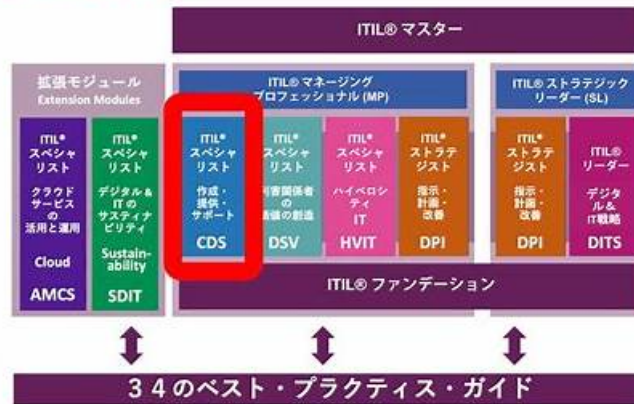


効果的なITIL-4-CDS予想試験試験-試験の準備方法-信頼的なITIL-4-CDS復習過去問

ITIL® 4 研修資格体系



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>> ITIL-4-CDS予想試験 <<

ITIL-4-CDS復習過去問、ITIL-4-CDS試験関連赤本

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Peoplecert ITIL 4 Specialist: Create, Deliver and Support 認定 ITIL-4-CDS 試験問題 (Q72-Q77):

質問 #72

A service provider is struggling to ensure timely incident resolution. The reports show that the majority of incidents that can be resolved without implementing a change are resolved on time.

However, if an incident resolution requires a change, it is almost never implemented within the agreed incident resolution time. What is the BEST approach for the service provider to improve the situation?

- A. Review the incident resolution targets
- B. Review the incident resolution value stream
- C. Review the change authorization procedures

- D. Review the incident management process

正解: B

質問 # 73

An international e-commerce company is planning to launch a new mobile shopping application.

During the initial design, the project team has encountered challenges in ensuring the app aligns with regional customer preferences, while maintaining a consistent user experience. The team also needs to address scalability and security concerns. What approach should the company take to improve this situation?

- A. Implement a global standard design
- B. Adopt a design thinking approach based on customer and user feedback
- C. Focus on app performance and security features
- D. Establish a team of expert developers to revise the initial design

正解: B

質問 # 74

During a service design workshop, a development team come up with lots of different possible design solutions, and then analyze these to select one of them to proceed with. What 'design thinking' activity is this an example of?

- A. Implementation
- B. Ideation
- C. Inspiration and empathy
- D. Prototyping

正解: B

質問 # 75

A popular social media app is part of a complex network of systems. Most changes to the service are successful, except for those made by a development team that has many failed changes.

Which is the BEST approach to reduce the number of failures?

- A. Increase the size of development changes to make them easier to handle and increase success
- B. Create a standard change model for development changes and initiate as a service request
- C. Create a change model for development changes that includes the use of safe-to-fail testing
- D. Initiate development changes as emergency changes so that errors can be identified quickly

正解: C

質問 # 76

A software development company wants to transition from a traditional working model to one focused on innovation and adaptability. The management has recognized a need to support changes in the mindset among employees, particularly those accustomed to the traditional approach. However, the management has encountered resistance from long-standing employees who are accustomed to traditional methods. What strategy should the company adopt to effectively facilitate this cultural shift?

- A. Limit the cultural shift initiatives to only the newer employees
- B. Have leaders actively demonstrate and promote innovative practices
- C. Introduce rules for innovation and adaptability across all teams
- D. Base performance evaluations solely on the number of innovative ideas generated

正解: B

質問 # 77

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